

INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, is responsible for providing computer hardware and software support and for providing user support services; performs related duties as required.

EXAMPLES OF WORK (Any one position may not include all of the duties listed, nor do the examples cover all of the duties that may be performed.)

Performs daily system start-up and maintenance procedures;

Assists computer users with basic hardware and software problems;

Provides support functions to users, including password resets, basic user account administration, and basic user applications assistance;

Trains computer users on hardware and software; assists in the development of user manuals;

Installs, modifies and troubleshoots computer hardware and software;

Assists in the identifying and resolving of system problems using manuals and supervisory instruction;

Performs or schedules, maintenance and repair work on electronic computer/network equipment;

Performs simple programming modifications using contemporary programming language;

Designs and constructs forms and templates, as needed by the department or division; generates specialized statistical and operational reports;

Maintains data libraries, files, records, and manuals according to established procedures;

Assists in developing basic computer applications using off-the-shelf software; may oversee inventory of computer hardware, software and equipment.

Assists in the development of recommendations for system improvement and utilization.

MINIMUM QUALIFICATIONS

One (1) year of experience assisting computer users with hardware and software operating problems, performing on-going system maintenance, or performing computer support operations such as training users, evaluating hardware and software, or monitoring systems operations.

OR

Successful completion of significant coursework (9 semester hours or 15 quarter hours) from an accredited college in computer science, computer information systems, computer programming, systems analysis, engineering, mathematics or a closely related field.

OR

Completion of comparable training or certification from a professional information technology provider.

GUIDELINES FOR CLASS USE

The Information Systems Technician is an entry-level classification. Individuals appointed to this classification may perform a variety of paraprofessional information system work in support of programming, help desk services, systems analysis, operations, network and/or database functions.

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of the principles, uses and operation of computer systems; general knowledge of contemporary computer languages; general knowledge of the principles, uses, operations and adjustment of peripheral computer equipment such as monitors, keyboards or printers; some knowledge of data base operations and programming principles and practices; ability to diagnose and resolve computer hardware and software operating problems; ability to install computer hardware and software; ability to maintain records relating to the operation of computers; ability to work independently; ability to follow detailed verbal instructions and directions from operator's manuals; ability to organize duties efficiently; ability to develop and maintain cooperative relationships with associates, programmers and system users.

Probationary Period:	270 Days
Examination:	Competitive

Class Code:	0546
Job Family:	Applied Sciences
EEO Job Category:	Technician
Compensation Plan:	AFSCME
Salary:	Range 22-29

Class established:	08-20-90
Current spec:	08-03-00
Commission action taken:	Review/no change
	Revise/Retitle (Information Processing Technician 8/03/00)
Last reviewed:	12-19-05